

AMENDMENTS TO THE CLAIMS

1. (Currently Amended) A system for assessing information technology services provided to customers, the system comprising:

(a) a first assessment tool comprising a matrix in which each row/column corresponds to one IT service attribute and the columns/rows provide different levels of IT service maturity pertaining to a customer's experience with that attribute, the matrix to provide ~~which provides~~ an indication of customer satisfaction using one measurement technique;

(b) a second assessment tool comprising one or more set of questions, each set of questions pertaining to one IT service attribute, the set of questions to provide ~~which provides~~ an indication of customer satisfaction with the information technology services using a second measurement technique; and

(c) a system for combining the results using the first and second assessment tool and providing a report on the information technology service using the two measurement techniques and providing a report with an assessment of the information technology service and at least one recommendation for improving the information technology service.

2. (Currently Amended) A system for assessing information technology services provided to customers including the elements of Claim 1 wherein each row/column of the matrix pertains to one IT service attribute selected from the group consisting of: policies and procedures, team work, consistency of delivery, defect handling, and use of results ~~one type of assessment tool includes a matrix for analyzing the service as delivered to the customer against different levels of customer satisfaction.~~

3. (Currently Amended) A system for assessing IT customer service including the elements of Claim 2 1 wherein one set of questions focuses on one IT

3 service attribute and a set of detailed questions has at least one focus area
4 along with a set of descriptions and concerns, and an example for each of the
5 focus areas ~~another tool used includes questions for the customer, which~~
6 detailed questions are used to assess the level of customer service and
7 satisfaction as perceived by the customer.

1 4. (Currently Amended) ~~A system for assessing IT customer service including~~
2 ~~the elements of Claim 1 wherein the system provides analysis of different~~
3 ~~factors of customer service and provides a relative level of customer~~
4 ~~satisfaction for each of several different factors, whereby one or more factors~~
5 ~~which are relatively low may be determined and identified for improvement.~~
6 The system for assessing IT customer service including the elements of Claim
7 2 wherein the levels of IT service maturity pertaining to a customer's
8 experience comprise ad hoc, repeatable, consistent, exceptional, and world
9 class.

1 5. (Currently Amended) A system for including the elements of Claim 4 1
2 wherein the ~~system includes~~ first assessment tool comprises a generic matrix
3 of no more than twenty IT service attributes for a quick, general and/or a
4 medium depth assessment. ~~and corresponding levels of maturity and also~~
5 ~~includes an alternate set of detailed matrices for use in a workshop.~~

1 6. A system for including the elements of Claim 1 wherein for an in depth
2 assessment based on workshops, the first assessment tool comprises a
3 detailed matrix having more than twenty IT service attributes. ~~and further~~
4 ~~including a first system including simple questions and a second system with~~
5 ~~detailed questions and one system or the other is selected for the assessment.~~

7. (Currently Amended) A method of assessing the information technology services provided to a customer, the steps of the method comprising:

(a) evaluating the delivery of IT services using at least two different types of assessment, one type of assessment being compared with a matrix of different levels of maturity of service for at least one attribute of IT service, the other type of assessment using questions to determine the level of maturity of the information technology services;

(b) comparing the perceived IT service attribute with established levels of IT service;

(c) determining the maturity of IT service; and

(d) providing a report with recommendations for improving the delivery of IT service to customers.

8. (Currently Amended) A method of assessing the information technology service provided to a customer including the steps of Claim 7 wherein the ~~method further~~ other type of assessment includes interviewing customers with detailed questions having at least one focus area along with a set of descriptions and concerns, and an example for each focus areas to determine an in depth assessment of the maturity of IT services being delivered to customers.

9. (Currently Amended) A method of assessing the information technology service provided to a customer including the steps of Claim 7 ~~and further including the step of using~~ wherein the one type of assessment uses detailed matrices having more than twenty IT service attributes in a workshop approach with customers so that the level of maturity of IT services can ~~be~~ be determined and the step of providing a report includes comparing the maturity of IT services with levels of maturity in the detailed matrices for different aspects of IT service delivery.

Claims 10-12 (Cancelled)

- 1 13. (New) A system for assessing IT customer service including the elements of
2 Claim 4 wherein the IT service attribute having levels of IT service maturity
3 pertaining to a customer's experience comprising ad hoc, repeatable,
4 consistent, exceptional may be determined and identified for improvement.
- 1 14. (New) The system for assessing IT customer service including the elements
2 of Claim 3 wherein the IT service attribute is data processing applications for
3 inventory control.
- 1 15. (New) The system for assessing IT customer service including the elements of
2 Claim 3 wherein the IT service attribute is data processing applications for
3 invention control.
- 1 16. (New) The system for assessing IT customer service including the elements of
2 Claim 3 wherein the IT service attribute is data processing applications for
3 financial reporting.
- 1 17. (New) The system for assessing IT customer service including the elements of
2 Claim 3 wherein the IT service attribute is data processing applications for
3 payroll.
- 1 18. (New) The system for assessing IT customer service including the elements
2 of Claim 3 wherein the IT service attribute is data processing applications for
3 computer aided design and manufacturing (CADAM).

1 19. (New) The system for assessing IT customer service including the elements
2 of Claim 3 wherein the IT service attribute is definition and understanding of
3 the IT service.

1 20. (New) A system for including the elements of Claim 3 wherein for an in depth
2 assessment based on interviews, the second assessment tool comprises a set
3 of detailed questions having a focus area, with a description and
4 considerations of the focus area, and an example of the focus area.